

REMARKS

Claims 1-13 stand rejected as being fully anticipated by U.S. Pat. No. 6,697,894 (Mitchell). Reconsideration of the rejections is solicited in view of the foregoing amendments and the following remarks.

Independent claims 1 and 8 have been amended.

Mitchell is of limited relevance.

Mitchell is directed to a hands-free system and method for providing maintenance instructions to a user at a remote location. See Mitchell, Col. 1, line 14 et. seq. It is respectfully submitted that Mitchell's system, as portrayed in several instances throughout Mitchell's specification, appears to be directed to a system that relies on support from a remote assistant relative to the one performing the maintenance task, as opposed to a self-directed system. An example of the remote assistant cited by Mitchell is personnel located at a customer support center (CSC), which is remote from the maintenance site.

Mitchell relies on support from a remote assistant.

More particularly, at Col. 4, line 12 et. seq., Mitchell describes use of a video camera to be worn by the user for transmitting images from a maintenance site where a maintenance task is being performed to an assistant viewing the images at a remote site. At Col. 15, line 43 et. seq., Mitchell states that "of particular importance is video transmission in color, where the color of the wiring may be of critical importance to completing the task, but more importantly, for the safety of the user in particularly dangerous situations." At Col. 27, line 27 et. seq., Mitchell once again emphasizes that transmission of information (e.g., color images) to a remote assistant at the Customer Support Center (CSC) is required in order to provide CSC with valuable, and perhaps critical information. At Col. 4, line 16 et. seq., Mitchell describes use of a first computer worn by the user performing a task at a maintenance site. Mitchell then describes use of a second computer at a remote site from the user's maintenance site for use by an assistant or supervisor working with the user. Thus, it is respectfully submitted that as portrayed by Mitchell, Mitchell's invention teaches or suggests having to

rely on a remote assistant, and, rather, teaches away from a system that just provides self-directed guidance to equipment service personnel performing a maintenance task. That is, Mitchell, in portraying the several instances where remote assistance is needed, implicitly admits and recognizes the inability and shortcomings of his system for fully providing self-directed guidance to the equipment service personnel performing the maintenance task.

Claim 1 is directed to a computerized method for self-directed guidance of equipment service personnel through a plurality of tasks for troubleshooting the health of a selected system of a selected equipment, while present at an equipment work site, to determine the nature and extent of service needed for such system. The guidance is provided in direct response to the service personnel selection and input for guidance needed based on the personnel's interaction with the equipment. In contrast, Mitchell's system relies on inputs from a remote supervisor or assistant in order to exploit his purported advantages. The need of external support in Mitchell is a significant disadvantage since this results in the need of additional manpower, and, consequently, Mitchell's system requires burdensome and costly allocation of valuable economic resources, as compared to a self-directed system.

Claim 1 in part recites an expert rule-based troubleshooting wizard for eliciting information regarding the selected equipment and system and for providing troubleshooting instructions to determine the nature of the equipment fault and the servicing required for the selected equipment and system. A set of prompts is communicated to the equipment service personnel from the troubleshooting wizard to gather observation information of the equipment. This information observation is processed relative to the troubleshooting wizard to determine based on the troubleshooting wizard and the equipment service personnel, without the need for external intervention, whether or not the selected equipment and system needs to be serviced, and if so the nature and extent of that service. Applicant respectfully stresses that the troubleshooting wizard of the present invention does not require any external intervention beyond that of

the personnel's interaction with the equipment. That is, just the personnel performing the maintenance task.

In view of the foregoing remarks and amendments, it is respectfully submitted that Mitchell cannot and does not anticipate claim 1 under the statutory standards of § 102. Since each of the dependent claims from independent claim 1 includes the structural and/or operational relationships respectively recited in such independent claim, it is also respectfully submitted that Mitchell also fails to anticipate each of such dependent claims.

Claim 8 is directed to a computerized system for self-directed guidance of equipment service personnel through a plurality of tasks for troubleshooting the health of a selected system of a selected equipment, while present at an equipment work site, to determine the nature and extent of service needed for such system. The guidance is provided in direct response to the service personnel selection and input for guidance needed based on the personnel's interaction with the equipment, and not based on interaction with remote assistant or supervisory personnel. It is respectfully submitted that Mitchell also fails to anticipate or otherwise render unpatentable independent claim 8 since Mitchell does not teach or suggest the structural and/or operational relationships respectively recited in claim 8.

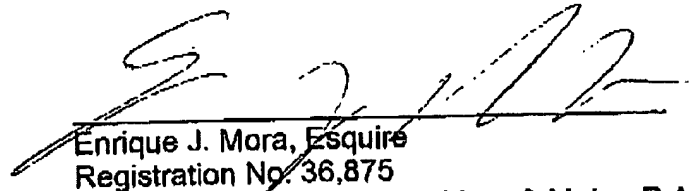
It is respectfully submitted that each of the claims pending in this application recites patentable subject matter and it is further submitted that such claims comply with all statutory requirements and thus each of such claims should be allowed.

The applicant appreciates the Examiner's efforts for conducting a thorough examination, and cordially invites the Examiner to call the undersigned

attorney if there are any outstanding items that may be resolved via telephone conference.

Dated this 17th day of June, 2004.

Respectfully submitted,



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